



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

XO Communications Services, Inc.
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3138

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	8.30	6.30	7.70	7.43
B. Operator Answer Time - Information Section 730.510(a)(1)	6.00	6.00	4.00	5.33
C. Repair Office Answer Time Section 730.510(b)(1)	51.00	37.00	72.00 *	53.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	31.00	31.00	33.00	31.67
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	96.00 %	98.70 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	97.80 %	96.00 %	98.30 %	97.40 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.40	0.30	0.28	0.33
H. Percent Repeat Trouble Reports Section 730.545(c)	9.30 %	6.60 %	5.10 %	7.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.20 %	4.00 %	2.80 %	4.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$126.92	\$1,216.95	\$0.00	\$1,343.87
B. Number of credits issued for repairs - 24-48 hours	2	5	0	7
C. Number of credits issued for repairs - 48-72 hours	4	0	0	4
D. Number of credits issued for repairs - 72-96 hours	1	0	0	1
E. Number of credits issued for repairs - 96-120 hours	3	3	0	6
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

At this time XO is unable to provide data for Sections 730(J) and (K);732.20(a)(F) through 732.30(a)(H);732.30(b) and Section 732.30(c),but hopes to do so in the future.